

## **Mission, Principles, Vision**

The plan rests on the mission statement of the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (Division) and emphasizes quality assurance and continuous quality improvement principles.

### **Mission**

North Carolina will provide people with, or at risk of, mental illness, developmental disabilities and substance abuse problems and their families the necessary, prevention, intervention, treatment, services and supports they need to live successfully in communities of their choice.

### **Guiding Principles**

Treatment, services and supports to consumers and their families shall be appropriate to needs, accessible and timely, consumer-driven, outcome oriented, culturally and age appropriate, built on consumer's strengths, cost effective, and reflect best practices.

Research, education and prevention programs lower the prevalence of mental illness, developmental disabilities, and substance abuse; reduce the impact or stigma; and lead to earlier intervention and improved treatment.

Services should be provided in the most integrated community setting suitable to the needs and preferences of the individual and planned in partnership with the consumer.

Individuals should receive the services needed, given consideration of any legal restrictions, varying levels of disability, and fair and equitable distribution of system resources.

System professionals will work with consumers and their families to help them get the most from services.

Services will meet measurable standards of safety and quality and demonstrate a dedication to excellence through adoption of a program for continuous performance improvement.

All components of the system will be clinically effective and operated efficiently.

### **Vision**

Public and social policy toward people with disabilities will be respectful, fair, and recognize the obligation to assist all who need help.

The state's service system for persons with mental illness, developmental disabilities and substance abuse problems will have adequate, stable funding.

System elements will be seamless: consumers, families, policymakers, advocates, and qualified providers will unite in a common approach that emphasizes support, education/training, rehabilitation and recovery.

All human services agencies that serve people with mental health, developmental disabilities and/or substance abuse problems will work together to enable consumers to live successfully in their communities.

Consumers will have:

- Meaningful input into the design and planning of the service system.
- Information about services, how to access them, and how to voice complaints.
- Opportunities for employment in the system.
- Easy, immediate access to appropriate services.
- Educational, employment or vocational experiences that encourage individual growth, personal responsibility and enjoyment of life.
- Safe and humane living conditions in communities of their choice.
- Reduced involvement with the justice system.
- Services that prevent and resolve crises.
- Opportunities to participate in community life, to pursue relationships with others and to make choices that enhance their productivity, well being and quality of life.
- Satisfaction with the quality and quantity of services.
- Access to an orderly, fair and timely system of arbitration and resolution.

Providers will have:

- Opportunity to participate in the development of a state system that clearly identifies target groups, core functions, and essential service components.
- Access to an orderly, fair, and timely system of arbitration and resolution.
- Documentation and reimbursement systems that are clear, that accurately estimate costs associated with services and outcomes provided, and that contain only those elements necessary to substantiate specific outcomes required.
- Training in services that are proven.